User Satisfaction
Information Technology

LouieStat

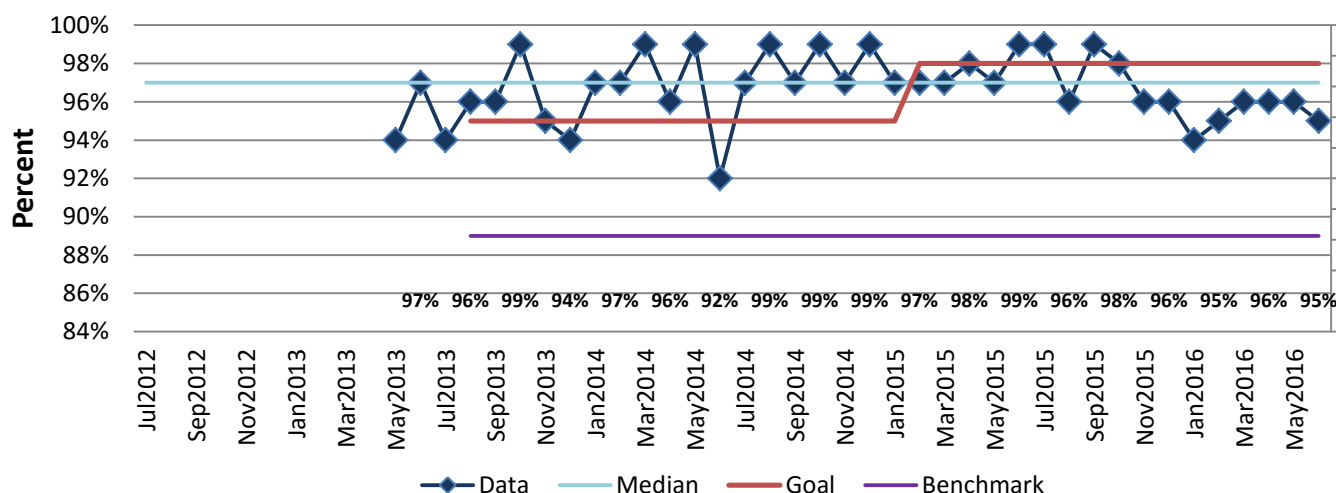**KPI Owner: Jimmy Gassler**   **Process: Service Operation**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 96% Goal: We would like to have greater than 98% of our surveys return with a satisfactory rating. NOTE: Three Metrics are tracked, speed, communication and overall satisfaction. The KPI only tracks overall satisfaction. Benchmark: 89%	Data Source: User Satisfaction Survey Goal Source: Service Desk Management Benchmark Source: Zendesk	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Survey sent with every ticket that is closed in the ticketing system. Why Measure: To ensure the quality of the services provided. Next Improvement Step: Continue to increase the number of responses received to ensure data accuracy.

How Are We Doing?

Jul2015-Jun2016 12 Month Goal	Jul2015-Jun2016 12 Month Actual		Jun2016 Goal	Jun2016 Actual	
98%	**96%**		**98%**	**95%**	
Percent	Percent		Percent	Percent	

User Satisfaction

Good

Data values: 97% 96% 99% 94% 97% 96% 92% 99% 99% 99% 97% 98% 99% 96% 98% 96% 95% 96% 95%

Legend: Data — Median — Goal — Benchmark

In the process of developing a user satisfaction survey to measure satisfaction beyond just closed tickets.

Report Generated: 07/15/2016   Data Expires: 07/19/2016